

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT(s): Eastvold, Roger CONF. NO.: 7013
SERIAL NO.: 10/074,411 ART UNIT: 2154
FILING DATE: February 12, 2002 EXAMINER: Patel,
Ashokkumar B
TITLE: SECURE REMOTE DIAGNOSTIC CUSTOMER SUPPORT
NETWORK
ATTORNEY
DOCKET NO.: 390P010777-US (PAR)

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SUBSTITUTE AMENDMENT IN RESPONSE TO NOTICE OF NON-COMPLIANT
AMENDMENT

1. INTRODUCTION

This is a substitute amendment in response to the Notice of Non-Compliant Amendment mailed November 19, 2008 in regard to the above-identified patent application and is intended to supersede Applicant's amendment filed on August 21, 2008. Reconsideration of the rejection of the claims is respectfully solicited in light of the following amendment and remarks.

Please amend the Application as follows: